

Subject: Local Vendor Contact Job Responsibilities

Effective Date: October 1, 2005

Revised from:

Policy: Each Local Clinic or Agency must appoint one person to act as the local Vendor Contact. The Vendor Contact interacts with and provides supervision to vendors on issues related to check redemption, contract violations, complaints, allegations of program abuse and administrative hearings. The Vendor Contact is responsible for the evaluation and monitoring of vendors within their service area. The Vendor Contact will work in conjunction with State WIC Office Vendor Management staff to complete vendor training. The Vendor Contact should have no conflict of interest with any vendor in the Local Agency's jurisdiction (**See PRI:06.01.00-Conflict of Interest**).

Reference:**Procedure:**

1. The Local Agency or Clinic designates one staff person to fulfill the responsibilities of the local Vendor Contact.
2. The Local Agency or Clinic notifies the State WIC Office of the person designated as local Vendor Contact.

The following table defines the typical roles of the local Vendor Contact:

WIC SERVICE	Local Vendor Contact
Vendor Recruitment and Enrollment	<ul style="list-style-type: none"> • Recruits vendors as needed and serves as the primary vendor contact. • Evaluates vendors during application processing. • Trains new WIC vendors in the proper procedures prior to contract authorization.
Ongoing Coordination of Vendor Activities	<ul style="list-style-type: none"> • Provides supervision and technical assistance to vendors on check redemption issues, including allowed WIC foods, check processing, and minimum stock requirements. • Provides vendors with monthly food redemption summaries as requested. • Investigates and responds to complaints received from both vendors and clients and issue warning letters when indicated. • Monitors and evaluates vendors as instructed by the State Vendor Manager throughout the vendor contract period. • Sends warning letters to vendors for contract violations as noted during monitoring visits and investigations. • Participates in fair hearings, administrative hearings, and appeals as needed. • Maintains vendor files with all pertinent documentation not entered into the KWIC system.

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Training	<ul style="list-style-type: none">• Provides annual training to all WIC vendors.• Provides technical assistance and additional training to vendors as needed to enhance WIC service.• Distributes training certificates to vendors after completion of training.• Performs or oversees any necessary compliance buys to ensure vendor contract compliance.
Record Keeping	<ul style="list-style-type: none">• Documents vendor related activities in KWIC.
Staff Qualifications	<ul style="list-style-type: none">• Broad knowledge of vendor issues and regulations, check redemption processes, WIC allowed foods, and minimum stock requirements.• Strong oral and written communication skills.
Staff Requirements	<ul style="list-style-type: none">• None required• Experience in working directly with WIC clients and vendors is desired.• Completes KWIC Training Modules based upon job duties.
Continuing Education Requirement	<ul style="list-style-type: none">• Receives a minimum of two education opportunities per year, consistent with job responsibilities.